



**Report on the Responses to the 2010/2011 Customer Satisfaction Survey
for
Bureau of Forensic Fire and Explosives Analysis**

The following report derives its data from a survey of seven questions sent to customers who submitted samples to the Bureau during the period from July 1, 2010 through June 30, 2011.

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AN ASCLD/LAB-International ACCREDITED LABORATORY
(SINCE July 20, 2010 in the subdisciplines of Explosives, Analysis of Unknowns, and Fire Debris)

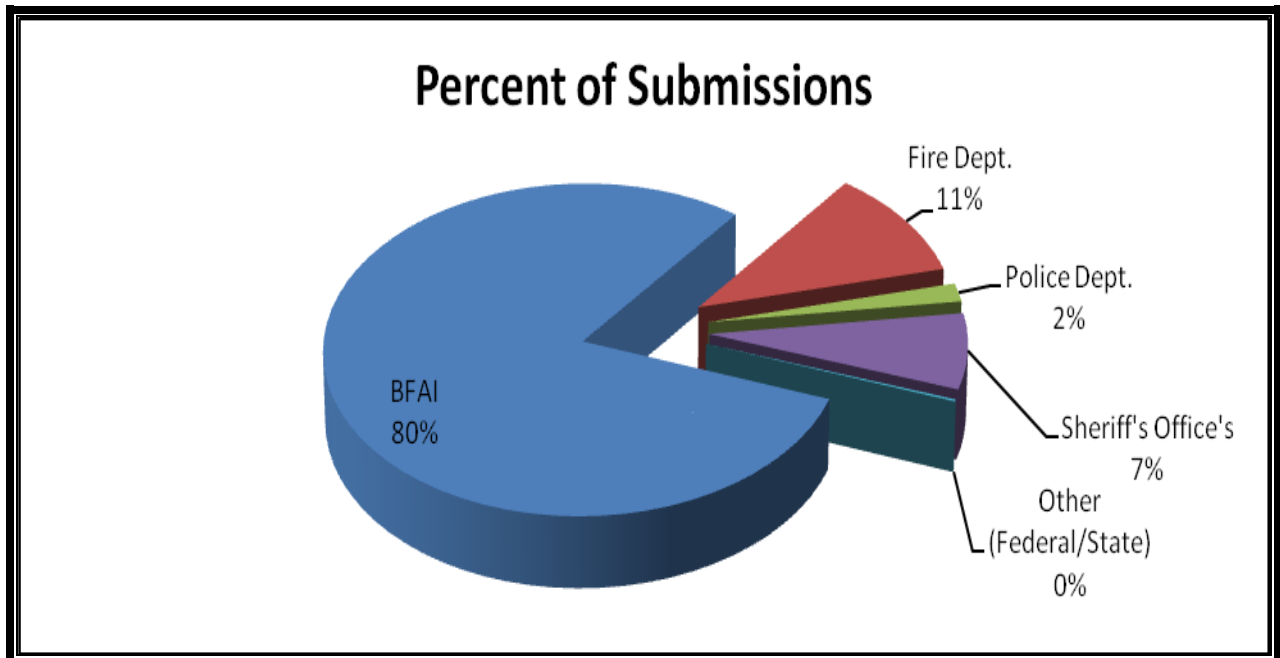
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Submitters:

During the survey period, a total of 188 submitters were identified. They represented 19 Fire Departments, 20 Police Departments, 12 Sheriff's Offices, 12 BFAI Field Offices, the Florida Department of Agriculture, and the United States Forest Service. The majority of physical evidence submissions (79.8%) were made by detectives from the Bureau of Fire and Arson Investigations (BFAI). Approximately 95% of submissions from Sheriff's Offices were for identification of hazardous chemicals found during clandestine drug laboratory investigations. BFAI was also responsible for 100% of Digital Image Submissions which are not considered in the table below. Internal Bureau submissions for quality assurance, testing, and proficiency evaluations were redacted from the totals reported.

Type of Agency	Number of Separate Agencies/Field Offices	Number of Submitters by Agency Type	Percent of Submissions
BFAI	12	82	79.8%
Fire Dept.	19	44	10.8%
Police Dept.	20	23	1.8%
Sheriff's Office	12	36	7.4%
Other (Federal/State)	2	3	0.2%
Totals	65	188	100.0%

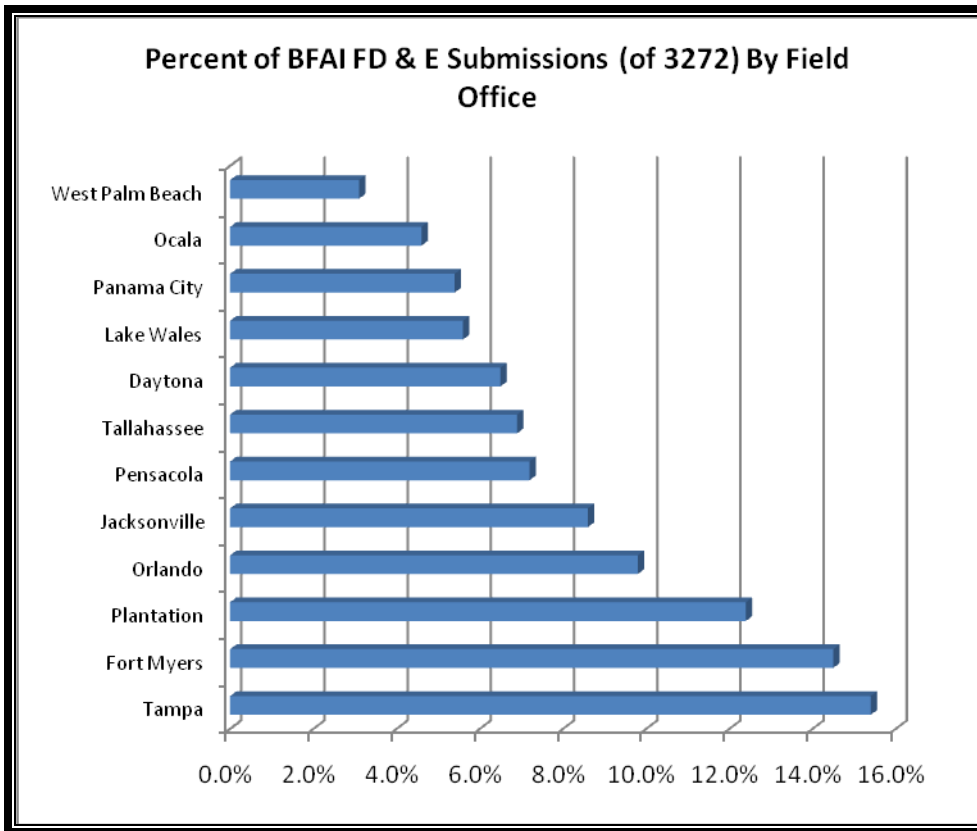


Of the non-BFAI submitting agencies, nine (9) were identified as submitting more than 30 samples each.

Agencies Submitting More than 30 Samples		
Department	Submitters From Department	Number of Submissions
Lake County Sheriff	9	165
Palm Beach Co. Fire Rescue	5	126
Hillsborough Co. Fire Marshal	3	78
Pasco County Fire Rescue	1	49
Orlando Arson and Bomb Squad	3	37
Calhoun County Sheriff	2	33
Osceola County Sheriff	3	33
Fort Lauderdale Fire Rescue	6	32
Winter Haven Fire Department	5	31

A breakout of the physical evidence submissions made by our largest customer, the Bureau of Fire and Arson Investigations, indicates that the average number of submissions per detective was 39.9 samples. The field office with the greatest number of submissions was the Tampa Office with 504 samples.

Field Office	Submitters From Field Office	Number of Submissions	Percent of BFAI FD & E Submissions (of 3272)
Tampa	8	504	15.4%
Fort Myers	7	475	14.5%
Plantation	11	405	12.4%
Orlando	9	322	9.8%
Jacksonville	8	282	8.6%
Pensacola	6	235	7.2%
Tallahassee	8	225	6.9%
Daytona	5	212	6.5%
Lake Wales	7	182	5.6%
Panama City	5	177	5.4%
Ocala	5	152	4.6%
West Palm Beach	3	101	3.1%
Totals	82	3272	100.0%



The top ten (10) individual submitters are listed in the following table:

Field Office	Top Submitters	Number of Submissions
Fort Myers	Adam Rivero	160
Tampa	Randy St. Clair	117
Fort Myers	David Lepper	99
Tampa	Max Melendez	99
Pensacola	Mike Miller	94
Jacksonville	Jerry Baker	86
Panama City	Matt Streichert	86
Daytona	Ellie Sorel	81
Plantation	Travis Denson	73
Tampa	Hector Noyas	67

A breakout of the digital image case submissions made by our largest customer, the Bureau of Fire and Arson Investigations, indicates that the average number of submissions per detective was 33.1 samples. The field office with the greatest number of submissions was the Plantation Office with 350 Image Cases.

Field Office	Submitters From Field Office	Number of Digital Image Cases Cleared From Folders	Percent of BFAI DI Submissions Cleared
Plantation	11	350	11.9%
Orlando	9	330	11.2%
Tampa	8	319	10.8%
Lake Wales	7	303	10.3%
Pensacola	6	287	9.7%
Fort Myers	7	270	9.2%
Panama City	5	225	7.6%
Jacksonville	8	222	7.6%
Ocala	5	192	6.5%
Tallahassee	8	188	6.4%
Daytona	5	187	6.4%
Unassigned	7	72	2.4%
West Palm Beach	3	0	0.0%
Totals	89	2945	100.0%

The top ten (10) individual imaging case submitters are listed in the following table:

Field Office	Top Digital Image Clearance	Number of Requests	Percent of BFAI DI Submissions Cleared
Lake Wales	Stacy McIntyre	115	4.0%
Plantation	Mike Olon	91	3.2%
Tampa	Tom Hall	90	3.2%
Panama City	Matt Streichert	85	3.0%
Orlando	George Holcomb	85	3.0%
Tampa	Max Melendez	84	2.9%
Pensacola	Mike Miller	83	2.9%
Fort Myers	David Lepper	83	2.9%
Daytona	Murray McDonald	81	2.8%
Plantation	James Milton	78	2.7%

The Survey: (statistical <http://www.questionpro.com/a/ShowResults?id=2572347&mode=data>)

The Bureau’s Customer Satisfaction Survey was converted to an electronic format and sent to 181 submitters. A survey return percentage above 25% of those sent a survey is considered “significant”. A total of one hundred twenty-three (123) of the customers (67.96%) responded to at least one section of the survey before the survey deadline.

BFFEA has five services which the customers were asked to rank individually:

- Fire Debris Analysis
- Explosives Analysis
- Unknown Chemicals Analysis
- Digital Image Archival
- Forensic Video Examination (For FY 2010/11 the work was performed by a BFAI detective on BFFEA equipment while training a new BFFEA analyst).

If a customer did not use a service, they did not provide responses. Each of the five services was assessed by four attributes:

- Level of satisfaction with the work product
- Usefulness of the work product in closing cases
- Impact on the investigator or their agency if the service were no longer available
- Quality of any personal contact with BFFEA staff

Again, if the customer did not wish to address a particular attribute they were allowed to pass without ranking it.

The ranking scale for all attributes was:

- Very High
- High
- Neutral
- Low
- Very Low

Thus there are different numbers of respondents for each of the attributes in the five services. A table showing the number of respondents for each service:

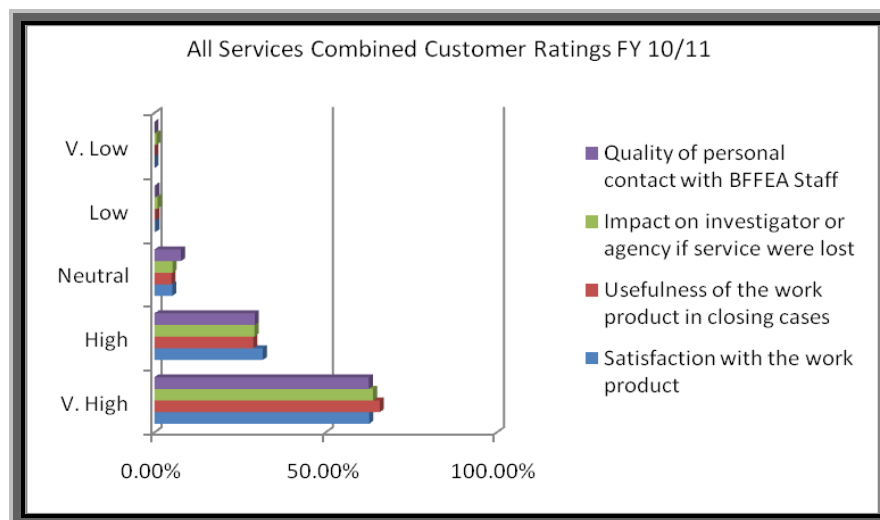
Number of submitters that responded to a portion of the survey	123	100.00%
Number of Respondents to issues on fire debris service	111	90.24%
Number of respondents to issues on explosives service	67	54.47%
Number of respondents to issues on chemical unknown service	68	55.28%
Number of respondents to issues on digital imaging service	48	39.02%
Number of respondents to issues on forensic video service	31	25.20%

Overview of All Services

The responses for the survey were merged regardless of the service category for a comprehensive view of the Bureau's overall performance. The following tables and graphs show the statistical breakout of the customer's perception of each of the four attributes for all services combined:

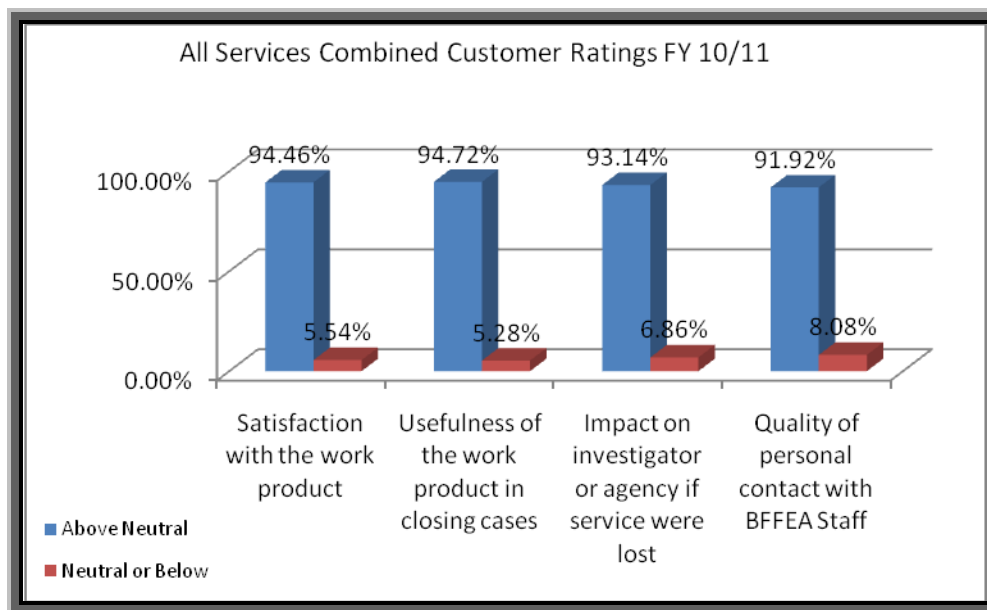
All Services Merged	Count	Count	Count	Count	Count	Total
Attribute	V. High	High	Neutral	Low	V. Low	Responses
Satisfaction with the work product	204	103	17	1	0	325
Usefulness of the work product in closing cases	212	93	16	1	0	322
Impact on investigator or agency if service were lost	205	94	17	3	2	321
Quality of personal contact with BFFEA Staff	186	87	23	1	0	297

All Services Merged	Percent	Percent	Percent	Percent	Percent
Attribute	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	62.77%	31.69%	5.23%	0.31%	0.00%
Usefulness of the work product in closing cases	65.84%	28.88%	4.97%	0.31%	0.00%
Impact on investigator or agency if service were lost	63.86%	29.28%	5.30%	0.94%	0.62%
Quality of personal contact with BFFEA Staff	62.63%	29.29%	7.74%	0.34%	0.00%



The scope of this evaluation by customers is more impressive when the statistics are examined by simply viewing the percent of responses that rank the attributes at “Very High” plus “High” against all the responses that rank the attributes at “Neutral” or lower.

All Services Merged	Percent	Percent
Attribute	Very High and High	Neutral, Low, and Very Low
Satisfaction with the work product	94.46%	5.54%
Usefulness of the work product in closing cases	94.72%	5.28%
Impact on investigator or agency if service were lost	93.14%	6.86%
Quality of personal contact with BFFEA Staff	91.92%	8.08%



This comprehensive ranking of all services by attribute shows that more than 90% of customers rank each of the attributes related to satisfaction, usefulness of the product, impact, and personal contact at high or very high. If we consider only the ranking of “Very High” the Bureau scores between 62 to 66% for each attribute.

Each of the services must be evaluated separately by the four attributes to determine areas where potential improvements may be possible. The number of work units associated with each service that was performed by Bureau Staff is listed below. Note that for “Forensic Video”, the number is zero (0). This is because all official work in this category was performed by a non-Bureau employee while providing shadow training to a new analyst. The category “Explosives” includes both explosive determinations as well as the determinations for unknown chemicals. This will be broken down further when the services are discussed.

FY 2010 to 2011	Film SR	Samples	QA/QC	Explosives	Images	Video	Total
Work Units	196	4122	3425	2775	2998	0	13516

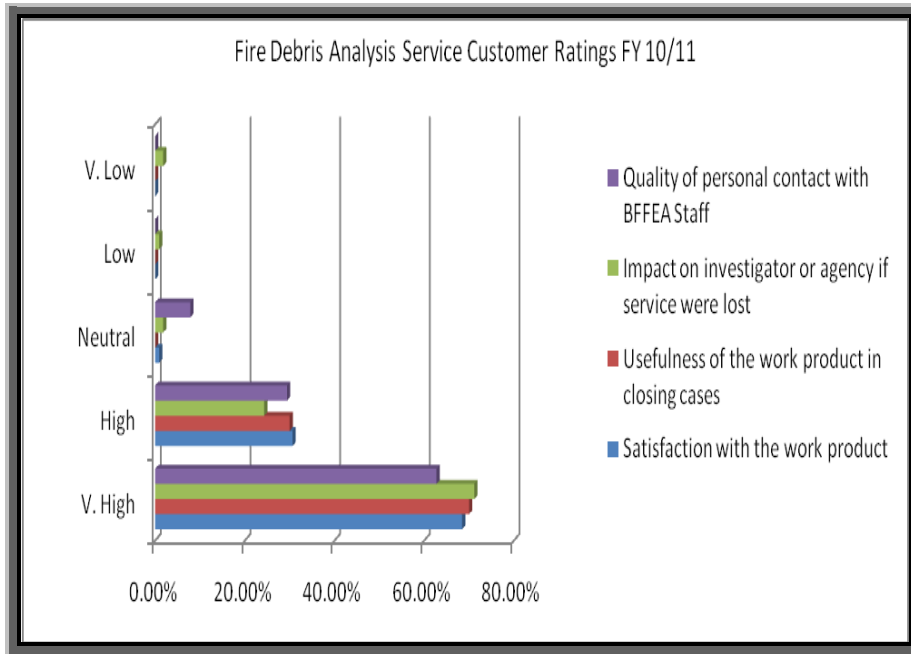
Fire Debris Analysis Service

Fire debris analysis is the primary service provided by the Bureau. The individual samples and associated quality assurance samples were 55.84% (7,547 of 13,516) of the total number of work units processed by the Bureau. Fire debris analysis is accomplished with the use of gas chromatography-mass spectrometry.

Of all forensic sub-disciplines under the general category of “Trace Evidence,” fire debris is notoriously difficult to analyze. Ignitable liquids are complex mixtures of organic chemicals which are intermingled with a complex mixture of additional organic chemicals (some of which are the same as some of the components of ignitable liquids) coming from the fire debris. The level of scrutiny required is high and the guidelines for what can be called positive are described by the American Society for Testing and Materials E1618, “Standard Test Method for Ignitable Liquid Residues in Extracts from Fire Debris Samples by Gas Chromatography-Mass Spectrometry”. As a result the number of negative determinations in fire debris analysis is higher than other disciplines either because the ignitable liquid did not survive the fire, was not on the sample submitted, or the components recovered do not meet the requirements of the ASTM Standard. For 2010 -2011, the BFFEA had the following fire debris analysis determinations:

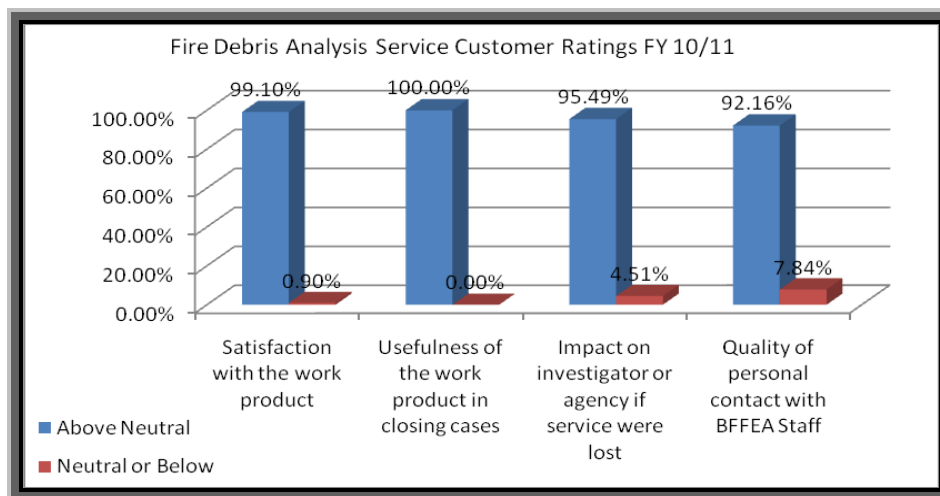
Description of Finding (per ASTM E1618)	Percent
No Ignitable Liquid Determined	60.70%
Gasoline and Gasoline Mixtures	30.90%
Petroleum Distillates and Distillate Mixtures	4.50%
Terpenes, Turpentine & Miscellaneous	2.00%
Isoparaffinic Products	0.60%
Naphthenic/Paraffinic Products	0.50%
Aromatic Products	0.40%
Oxygenated Products	0.30%
Normal Alkane (Normal Paraffinic) Products	0.10%

Fire Debris Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	68.47%	30.63%	0.90%	0.00%	0.00%
Usefulness of the work product in closing cases	70.00%	30.00%	0.00%	0.00%	0.00%
Impact on investigator or agency if service were lost	71.18%	24.32%	1.80%	0.90%	1.80%
Quality of personal contact with BFFEA Staff	62.75%	29.41%	7.84%	0.00%	0.00%



Again, the scope of this evaluation by customers is more impressive when the statistics are examined by simply viewing the percent of responses that rank the attributes at “Very High” plus “High” against all the responses that rank the attributes at “Neutral” or lower.

All Services Merged	Percent	Percent
Ranking	Above Neutral	Neutral or Below
Satisfaction with the work product	94.46%	5.54%
Usefulness of the work product in closing cases	94.72%	5.28%
Impact on investigator or agency if service were lost	93.14%	6.86%
Quality of personal contact with BFFEA Staff	91.92%	8.08%



With 99.10% of customers ranking their satisfaction with the fire debris work product at “Very High” or “High” considering that 60.7% of samples were found to be negative shows that investigators use the work product for both prosecution of the guilty as well as exoneration of the innocent.

Additionally this is reinforced when 100% of customers rank the usefulness of the work product in closing their case investigations at “Very High” or “High”. The fire debris analysis provided by BFFEA is a necessary component to fire investigation in the State of Florida.

Explosives Analysis Service

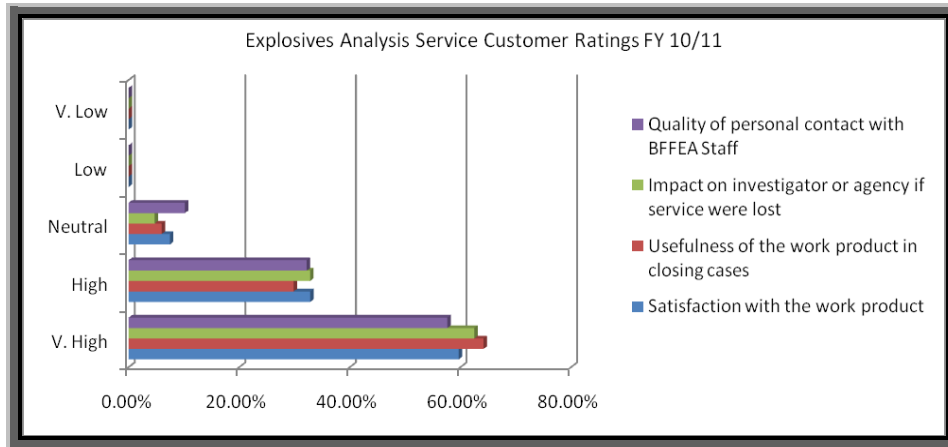
The determination of explosives, explosive residues, or unknown chemicals typically requires the use of multiple instruments. Fire debris only requires an analysis by gas chromatography-mass spectrometry (GC-MS). Organic (compounds with a carbon atom “backbone”) explosives, residues and unknown chemicals may require separate analyses by GC-MS, Fourier Transform Infrared Spectroscopy (FTIR), and/or Ion Mobility Spectrometry (IMS). Inorganic (compounds without the carbon atom backbone and that typically dissociate into positively and negatively charged ions) explosives, residues and unknown chemicals may require separate analyses by ion chromatography- mass spectrometry (IC-MS), FTIR, Raman Spectroscopy, and/or X-Ray Florescence Spectroscopy (XRF). In addition, screening of all explosives, residues and unknown chemicals typically requires various classic wet chemical “spot” tests and determination of pH.

The Bureau’s statistics currently combine all explosives, explosive residues, and unknown chemicals (true unknowns as well as chemicals from clandestine drug laboratories) under the single heading of “explosives.” Originally the Bureau only had the identification of the unknown chemicals as a minor task and incorporated them into the more numerous explosives determinations.

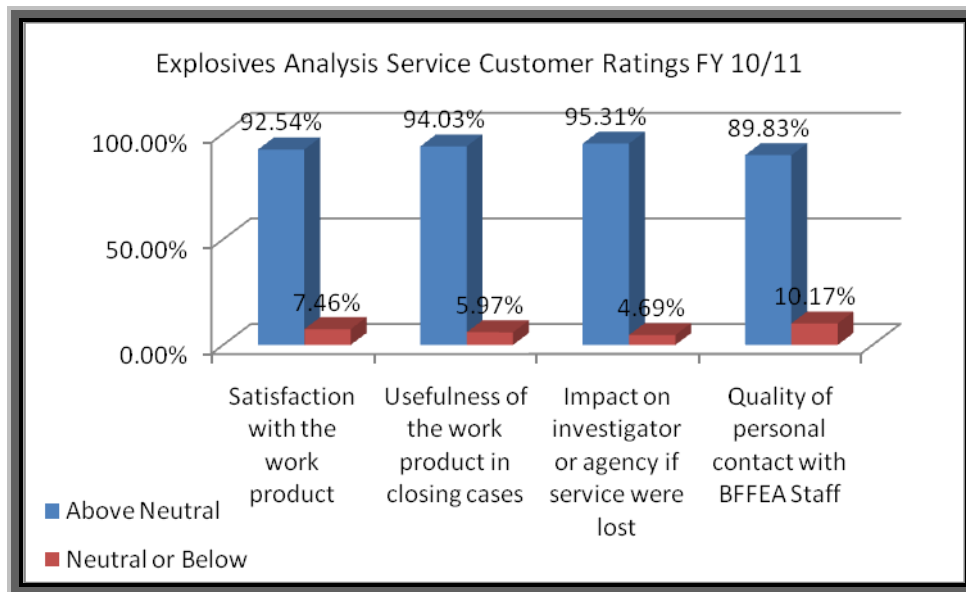
This is not the case today. Because no other State laboratory performing testing of this type is available for investigators and that Florida Statutes criminalize possession of the chemicals used to construct a clandestine drug laboratory (FS 893.033(2), FS 893.13 (g), FS 893.135(1)(f)1, and FS 893.149(1)) there has been a steady increase in the number of these submissions. Of the 2775 ”explosives” analyses completed by the Bureau in FY 2010-2011 only 20.76% or 576 were for actual explosives while 79.24% or 2199 were for unknown chemicals identification. This section will report the customer satisfaction rankings for the explosives analysis while chemical unknowns analysis will be covered in the next.

Explosives Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	59.70%	32.84%	7.46%	0.00%	0.00%
Usefulness of the work product in closing cases	64.18%	29.85%	5.97%	0.00%	0.00%
Impact on investigator or agency if service were lost	62.50%	32.81%	4.69%	0.00%	0.00%
Quality of personal contact with BFFEA Staff	57.63%	32.20%	10.17%	0.00%	0.00%

Note in the above that none of the customer rankings for the four attributes are less than “Neutral.” To appreciate the scope of this evaluation by customers we will again examine the statistics by simply viewing the percent of responses that rank the attributes at “Very High” plus “High” against all the responses that rank the attributes at “Neutral” or lower.



Explosives Service	Percent	Percent
Ranking	Above Neutral	Neutral or Below
Satisfaction with the work product	92.54%	7.46%
Usefulness of the work product in closing cases	94.03%	5.97%
Impact on investigator or agency if service were lost	95.31%	4.69%
Quality of personal contact with BFFEA Staff	89.83%	10.17%

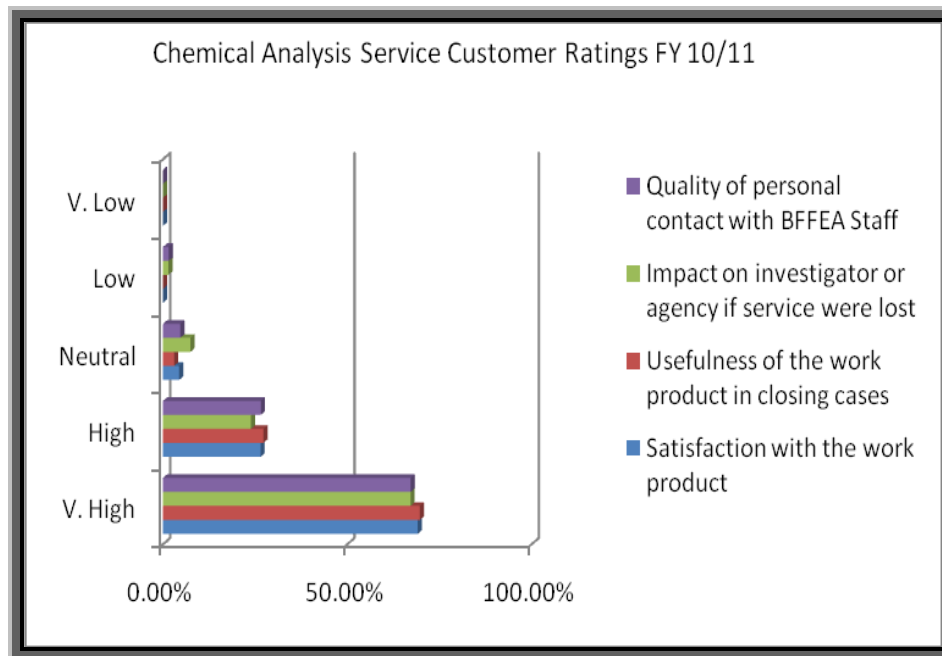


The lowest ranked attribute is the quality of contact with BFFEA staff with 10.17% of respondents ranking it as “Neutral.” The persons on staff that are typically contacted under this service would be the Chief of the Bureau, the Senior Analyst, or Forensic Technologist. The current survey instrument cannot qualify the reason for this, but as no complaints have ever been filed against personnel and none of the rankings are below “Neutral” we assume that the customers do not have a negative issue with these personnel.

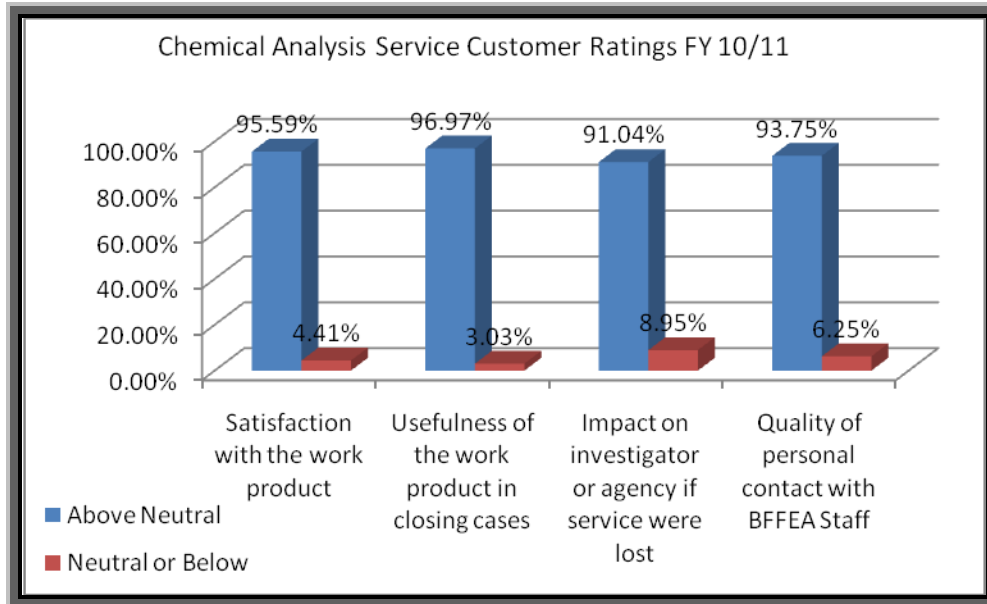
Chemical Unknowns Analysis Service

As was discussed at the beginning of the section on Explosives Analysis, the 2775 “Explosives” analyses can be broken down into 79.24% or 2199 requiring analysis of chemical unknowns. In addition, organic based unknown chemicals may require separate analyses by GC-MS, Fourier Transform Infrared Spectroscopy (FTIR), or Ion Mobility Spectrometry (IMS). Inorganic based unknown chemicals may require separate analyses by ion chromatography- mass spectrometry (IC-MS), FTIR, Raman Spectroscopy, or X-Ray Florescence Spectroscopy (XRF) and will require screening by various classic wet chemical “spot” tests and determination of pH.

Chemical Unknowns Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	69.12%	26.47%	4.41%	0.00%	0.00%
Usefulness of the work product in closing cases	69.70%	27.27%	3.03%	0.00%	0.00%
Impact on investigator or agency if service were lost	67.17%	23.88%	7.46%	1.49%	0.00%
Quality of personal contact with BFFEA Staff	67.19%	26.56%	4.69%	1.56%	0.00%



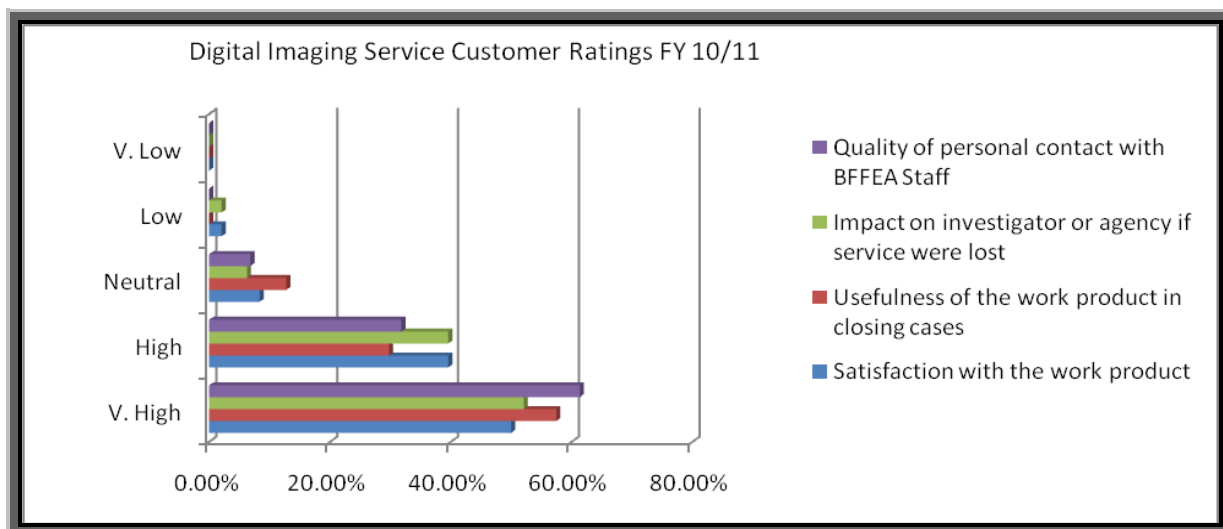
Chemical Unknowns Service	Percent	Percent
Ranking	Above Neutral	Neutral or Below
Satisfaction with the work product	95.59%	4.41%
Usefulness of the work product in closing cases	96.97%	3.03%
Impact on investigator or agency if service were lost	91.04%	8.95%
Quality of personal contact with BFFEA Staff	93.75%	6.25%



Digital Image Processing Service

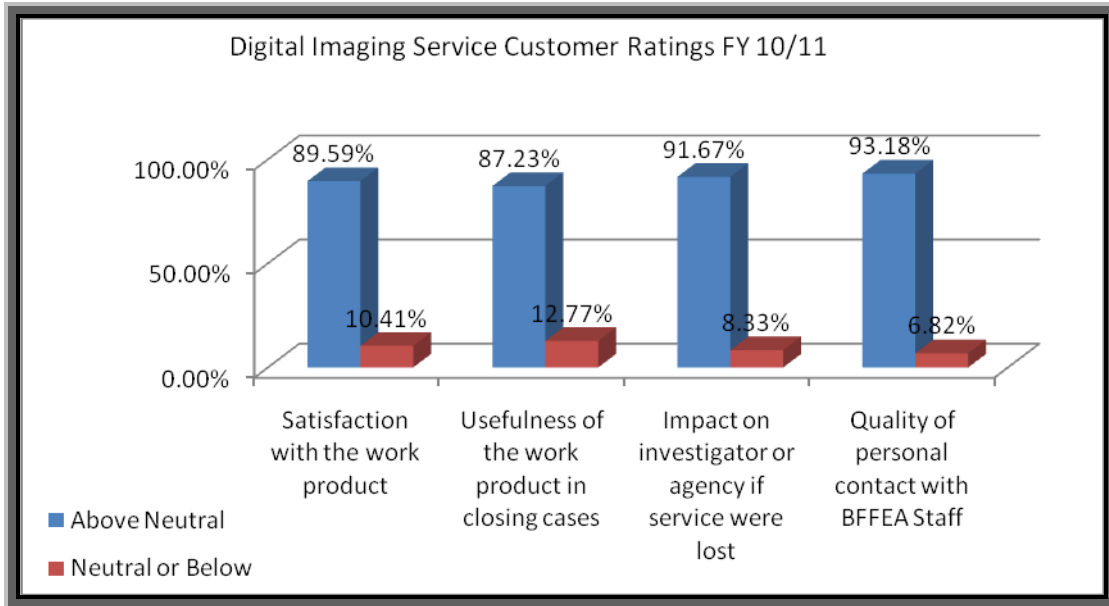
As was stated earlier, this service is only performed for the investigators from our sister Bureau within the Division of State Fire Marshal, the Bureau of Fire and Arson Investigations. We act as the central repository for images from scene investigations. The images are placed in a database and archived for future reference. This service comprised both digital images and special requests (Digital + Film SR) for 23.63% of the work units processed by the Bureau in FY 10-11 (3,194 of 13,516 units).

Digital Imaging Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	50.00%	39.58%	8.34%	2.08%	0.00%
Usefulness of the work product in closing cases	57.45%	29.78%	12.77%	0.00%	0.00%
Impact on investigator or agency if service were lost	52.08%	39.58%	6.26%	2.08%	0.00%
Quality of personal contact with BFFEA Staff	61.36%	31.82%	6.82%	0.00%	0.00%



For the attribute on the usefulness of the product in closing cases, the percent of neutral rankings is one of the highest for all services. Investigators would typically retain their images until after their investigation is closed and only request that BFFEA archive them afterwards. While they recognize the value of all four attributes, this factor causes some of the lower rankings among all services.

Digital Imaging Service	Percent	Percent
Ranking	Above Neutral	Neutral or Below
Satisfaction with the work product	89.59%	10.41%
Usefulness of the work product in closing cases	87.23%	12.77%
Impact on investigator or agency if service were lost	91.67%	8.33%
Quality of personal contact with BFFEA Staff	93.18%	6.82%

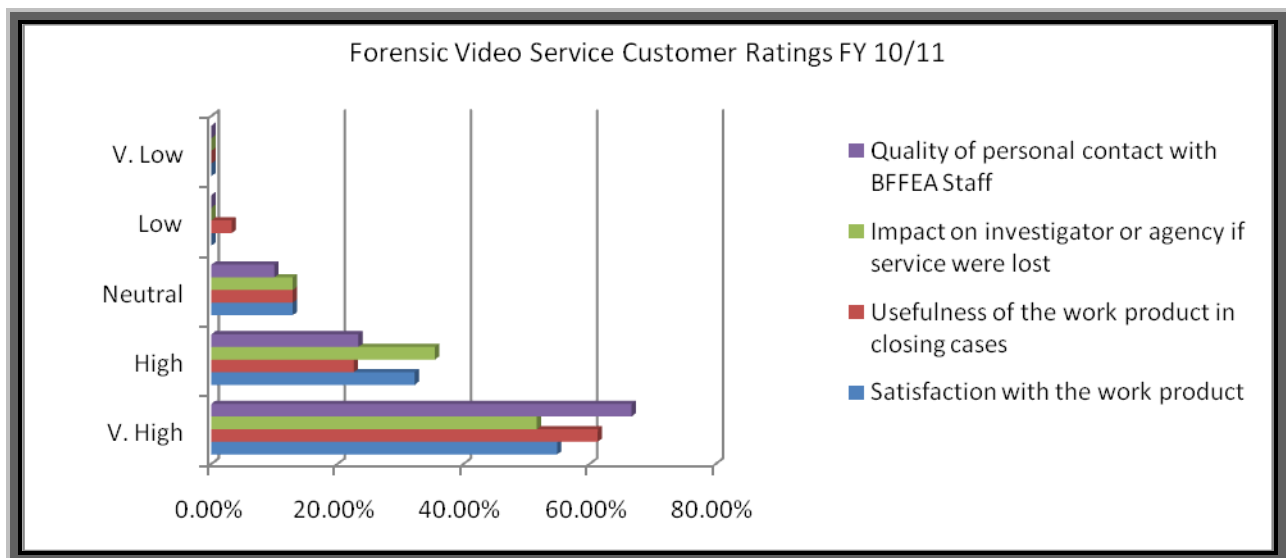


Note however, that even though the service is performed after the customer has completed active usage of the material, the combined “Very High” and “High” rankings still range between 87 and 94% for all four attributes.

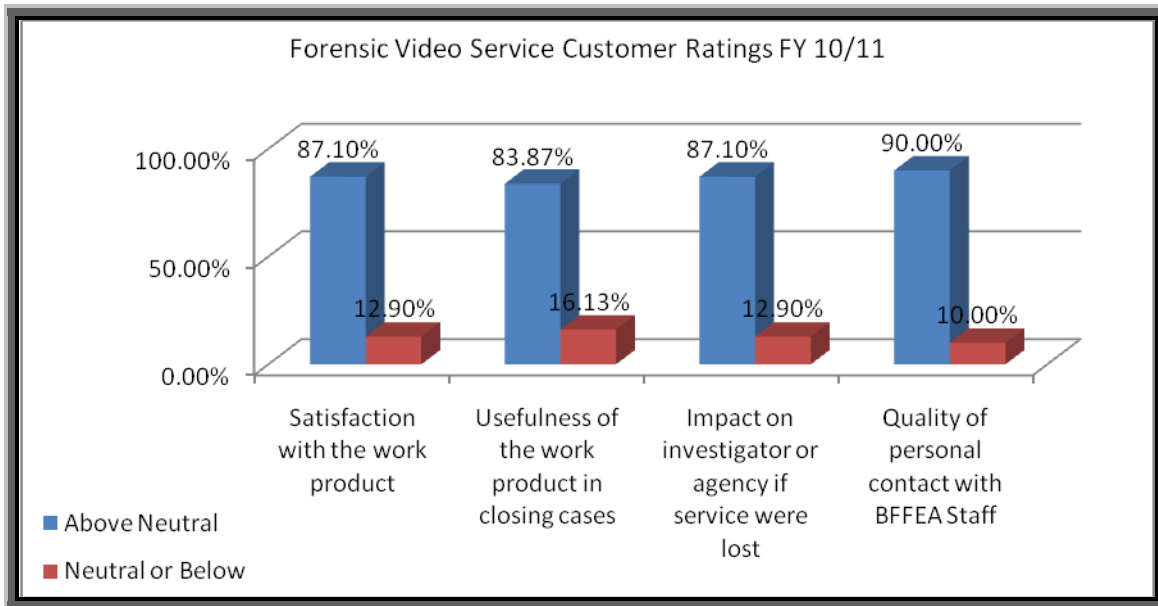
Forensic Video Service

As was noted in an earlier portion of this report, the Bureau does not officially perform forensic video analysis at this time. While we have an analyst in training, all work in this area is performed by the former analyst who is now a Detective with the Bureau of Fire and Arson Investigations. In addition the number of cases submitted has dropped significantly to fewer than 30 from the high of 95 cases in FY 05/06. Still the value of the science and the information it can provide to the investigator is acknowledged by the customers. At the same time, it is severely limited by the quality of the original camera that captured the image or the resolution of the data as it was stored. In order to increase the number of hours of video that can be recorded on a drive or tape, the resolution is lowered. Thus, it is common to not be able to provide the investigator with all the information requested or to completely process video. These are direct components whereby this service has the lowest rankings of the four attributes by all service categories.

Forensic Video Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	54.84%	32.26%	12.90%	0.00%	0.00%
Usefulness of the work product in closing cases	61.29%	22.58%	12.90%	3.23%	0.00%
Impact on investigator or agency if service were lost	51.62%	35.48%	12.90%	0.00%	0.00%
Quality of personal contact with BFFEA Staff	66.67%	23.33%	10.00%	0.00%	0.00%



Forensic Video Service	Percent	Percent
Ranking	Above Neutral	Neutral or Below
Satisfaction with the work product	87.10%	12.90%
Usefulness of the work product in closing cases	83.87%	16.13%
Impact on investigator or agency if service were lost	87.10%	12.90%
Quality of personal contact with BFFEA Staff	90.00%	10.00%



The Survey: (comments <http://www.questionpro.com/a/ShowResults?id=2572347&mode=text>)

Input and comments from the customers were solicited in the last two questions. You may refer to the website above for a full review of all comments. This report will provide an overview or synopsis of the most pertinent findings.

Question 6: Are there any BFFEA personnel you would like to identify regarding their work or contacts with you (positive or negative)?

There were no negative comments listed. Only positive comments were made. Of the 37 comments thirteen (13) praised all Bureau staff for their willingness to assist customers in answering various questions. Several staff members were listed specifically. All had positive comments about their ability, willingness to help, or professionalism. They are:

- Carl Lugviel (11)
- Perry Koussiafes (Mike) (5)
- Reggie Hurchins (3)
- Elisabeth Kamerick (3)
- Pam Kenon (3)
- Ryan Bennett (2)
- Melissa Stephens (1)
- Carl Chasteen (1)

Three BFAI staff members, Lance Tomkins, Brock Dietz, and Jason Roberts were also specifically named. The respondents may not have realized that they do not work for BFFEA. Both Tomkins and Dietz are former members of the Bureau staff.

The only BFFEA staff member not specifically named was Lynn Lee and the main reason is that as the facility's Maintenance Mechanic his activities and skills in keeping the facility functioning and open is not visible to most of our customers.

Question 7: Do you have any general comments or complaints regarding the work, personnel, or consultations? Do you have any suggestions for improvements we can make or additional services you would like to see?

While the majority of the comments provided were positive commendations and praise for the Bureau ten (10) of the forty-two (42) comments need to be addressed:

1. Would like to be able to type on new submission form.
The new version of the submission form is available on the web as a write protected MSWord document and through the Department Intranet via sharepoint as an Adobe pdf file. For users with the current level of Adobe reader, they can open the Adobe document and type in it. The unprotected copy of the MSWord version of the evidence form on the website will be replaced with the Adobe version.
2. Maybe you could publish some information/guidance about collection containers i.e. cans lined/unlined with what, glass vessels, plastics and so on. Something to help guide us in the purchase of what is most useful, economical, yields best results.
The Bureau has posted the current version of its "Guide to the Collection, Packaging, Submission and Analysis of Evidence" on its portion of the State Fire Marshal website since the website was created:

(http://www.myfloridacfo.com/SFM/lab/GUIDE_2011_April.pdf)

All the information desired is available in it.
3. I had a sample of gasoline come back negative as the peer review was not evaluated properly and the mistake not caught, this could have extremely negative impacts on cases if this is not closely monitored.
Peer technical and administrative review of casework is an essential component of the Bureau and is required by its internal policies and accreditation. The Bureau's SOP's clearly define what is to be reviewed and how. For fire debris cases the determination of gasoline must be carefully made. Our general rule is that if there is any doubt, the result should be negative as we do not want to be responsible for an innocent person being arrested or losing their insurance coverage. While I do not know to which of the over 4000 fire debris this comments this is referring, it appears that an error was made. As a result of this comment and others that have been communicated by telephone, the Bureau is reviewing the process and evaluating analytical thresholds of concentration to aid the analyst and reviewer in making their determinations and reviews.
4. I would like to see the address of the incident, owner's name and incident date listed on the lab reports (much the same way the FDLE lab does on their reports) in addition to just the case numbers. This information is supplied on the lab submission form and I feel its

inclusion on the lab report back to the submitter would be an added assurance to all concerned that the results without any doubt pertain to the correct case.

While all of this information is captured in the Bureau's database, inclusion on the report would require customization of the automated report. This is an expensive proposition for which the Bureau does not have the funds. The Division of Information Systems also lacks the necessary level of expertise and familiarity with our database to be able to customize the reports. Finally, the option of individually typing each report is not feasible as the Bureau only has a 20 hour per week OPS receptionist as its entire clerical staff and has already had a position cut last year. In 1993 the Bureau's staff was eight (8) FTE. This year the staff is nine (9) FTE. The workload is 149% greater. We cannot currently abandon our automated report format that pulls the required information from our database and saves the labor of typing individual reports.

5. Would really like to see this laboratory expanded to include other forensic areas such as accounting.

The Bureau has asked customers about additional services they would like since the first surveys were issued. We have included additional staff and equipment to expand our services in prior year's legislative budget requests. None were funded. With the current state of budget and personnel reductions, no new services are contemplated by the Bureau.

6. As I've suggested before, build a video archive of various controlled experiments that can be used as exemplars for demonstrative evidence in court (i.e. Cigarette vs ignitable liquid ignition, smoldering cigarette ignition, static electricity ignition, chemical ignition, spontaneous combustion etc.) Even if the videos come from another entity and can be validated. Have the videos available on line for downloading. This would also be helpful to new detectives that have little fire investigation experience and possibly partner this idea with the fire college. Currently new detectives can only stick their nose in book and get an abstract idea of any particular fire scenario and then try to equate that book knowledge to some real world experience.

This is an excellent suggestion. Unfortunately, with the current state of budget and personnel reductions, the Bureau does not have the resources to devote to such a project.

7. Big difference in turnaround time from one analyst to another.

While training and procedures provide the baseline for an individual analyst's expertise, the meticulousness of their interpretations is an individual trait. The Bureau will be implementing new performance measures beginning this November. They should encourage analysts to be quicker without sacrificing quality and thus may mitigate this concern.

8. You must make changes with inputting evidence information; too many mistakes are being made and will become a problem at trials. Too many chances to make mistakes and it is not needed, simple is better.

I am uncertain to what this refers. Customers do not directly input evidence information into our database and the use of the database by Bureau Staff is controlled and systematized. There have been occasional input errors that were either typographical or were the result of erroneous information provided by the customer on the submission form. Both of these are easily corrected. Otherwise, this may be an issue concerning input of information by customers into the BFAI ACISS database.

9. Give the lab the ability to enter our submission results into ACISS.

The Bureau of Fire and Arson Investigation and the Bureau of Forensic Fire and Explosives Analysis are separate entities. The ACISS database is reserved for investigations and per BFAI accreditation and procedures is not open to input or modification by persons outside of BFAI. With the current method of scanning the laboratory reports into an Adobe pdf file and emailing it to submitters, BFAI Detectives have the ability to attach the Adobe pdf version of the report into ACISS.

10. I would like to see about obtaining DNA analysis capabilities.

DNA analysis would require significant acquisition of additional equipment, modification of the facility, and additional personnel. None of these are likely to occur given the current economy. In addition, this capability is currently offered by FDLE. Duplication of services by different forensic laboratories is currently being examined for elimination.

This ends the report on the results mined from the data in the responses to the survey for the period July 1, 2010 to July 1, 2011.

This report may be used in the Bureau's Business Plan, Management Review, or to answer other questions regarding a statistical evaluation of the bureau's customers or their opinions on the quality of service received.